



INTERNATIONAL TRUCK AND ENGINE CORPORATION

455 NORTH CITYFRONT PLAZA DRIVE, CHICAGO, IL 60611

TELEPHONE 312-836-2000

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**TRUCK GROUP**

**SAFETY RECALL 00513**

November, 2000

Dear International Customer:

This Safety Recall is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. International has determined that a defect which relates to motor vehicle safety exists in the drag link(s) used on 1000, 2000, 3000, FE bus, RE bus, 4000 and 8000 model series built from 7/5/1999 through 10/31/1999. If you are not the owner, we need your help finding the current owner; please read paragraph number 4 on the next page under **"ACTIONS YOU SHOULD TAKE."**

**REASON FOR THIS RECALL**

**DEFECT DESCRIPTION:** This defect involves the drag link(s) on your vehicle. Some TRW drag links were produced with less than specified material hardness, which can result in premature separation of the ball stud from the ball socket.

**RISK TO MOTOR VEHICLE SAFETY:** You could lose steering control while driving your vehicle under normal driving conditions and without warning. If a ball stud separates from the ball socket on a drag link you could lose steering control and your vehicle could be involved in an accident which could result in property damage, personal injury, or death.

**ACTIONS YOU SHOULD TAKE**

1. Our records show that you are the owner of the vehicle identified on the enclosed card. If you are not the owner, please read paragraph number 4 on the next page.
2. Please contact your local International dealer, with your recall card in hand, to schedule an appointment to have your drag link(s) inspected and replaced if necessary. This inspection and any repair will be performed without charge to you and will require approximately one hour of repair time.
3. If the vehicle will not or cannot be corrected, please mark on the enclosed card under "CHECK ONE", the box which best describes why the vehicle will not be repaired, and return the postage-prepaid card to us.

4. In the event you do not own the vehicle described on the card, please complete the card, fill in the new customer name and address if known, and return it to us. This information will allow us to update our records so we can contact the new owner and you will not be contacted again regarding this recall.

#### **IF YOU NEED ASSISTANCE**

If you take your vehicle to your International dealer on a mutually agreed upon service date, and the dealer does not remedy this condition without charge on that date or within five days, you can obtain assistance by following the procedure described in the Owner Assistance Guide section in your Owner's Manual, or by calling toll free 1-800-448-7825.

You may also wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C., 20590, or call the Administration toll-free Auto Safety Hot-Line at 1-888-327-4236 if your International dealer fails to repair or is unable to remedy this condition without charge or within a reasonable time.

**We urge your prompt attention to the correction of this safety defect and apologize for any inconvenience this may cause.**

**INTERNATIONAL TRUCK AND ENGINE CORPORATION**